



## 2012-2013 Academic Catalog Addenda – December 19, 2012

### **CANCELLATION POLICIES (p. 13-14)**

The application fee and deposits are ~~is~~ fully refundable if the student requests cancellation in writing within 5 calendar days after signing the enrollment agreement ~~if no classes have been attended, lessons completed, or materials used~~. If the request is made verbally, the student should confirm the request for cancellation in writing within the next five (5) calendar days. The school will retain the entire fee after 5 calendar days or after 10 calendar days absent written confirmation. If the applicant is under 18 years of age, a parent or guardian should sign the cancellation request. Applicants who have not visited the school may request cancellation within three business days after orientation or the program start date and will receive a full refund of all monies paid. As noted previously, applicants who are not accepted for admission will also receive a full refund of all monies paid.

### **GRIEVANCE PROCEDURES**

If a student has a complaint regarding a specific course, instructor, or decision, the student should first appeal to the instructor or staff member involved.

If the problem is not resolved and the problem involves an academic matter, the program's Lead Instructor should be contacted. If the problem is still not resolved, the student should request a meeting with the Director of Education. If the problem is not resolved and the problem is not an academic matter, the student should request a meeting with the appropriate department director.

An appeal of decisions by the department director can be made in writing to the school President. In this case, the decision by the President is then considered final.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools and Colleges  
2101 Wilson Blvd., Suite 302  
Arlington, VA 22201  
(703) 247-4212  
[www.accsc.org](http://www.accsc.org)

A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the President.

Additionally, a student has the right to bring a complaint in writing to the Pennsylvania State Board of Private Licensed Schools located at 333 Market Street, Harrisburg, PA 17126-0333 (<http://www.education.state.pa.us>) once any school representative has been made aware that a problem exists.